

Table 25 (comments)

Satisfaction with commercial provider

We have just started with our provider and therefore, cannot provide much constructive input. I like that she has a space set aside in her home that is the daycare area.

When needed, I have used a home-based provider. The age range of the children has caused some minor problems.

They are very willing to work with us to provide the services we desire.

I love my daycare provider; the only two drawbacks are that she lives in Los Alamos and I'm in White Rock, and that she needs vacations too, and I'm stuck.

We very much like the small ratio of the number of children per provider. My child is able to receive a great deal of personal attention. I would prefer that the provider have a more stimulating environment for the children however.

My main concern has been the lack of availability of good and reliable child care. We have been using home care (originally because our names never came up on the various waiting lists) and have been quite pleased with it. However we have had to change providers already within the first 4 months of care since our first provider discontinued her services. A friend of mine has had to switch care providers twice in the past 8 months due to providers changing their schedules or going out of business. Finding a new provider is very stressful and extremely time consuming.

My child enjoys the atmosphere, staff, children, activities at the childcare center. The cost of care is very expensive. We are looking at having another child but are concerned we cannot afford two children in a childcare facility.

Need more flexibility with hours. I would happily pay a bit more for the privilege of dropping my kids off at 8:30am each day rather than 9am, but \$11/day seems too high.

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I love the ____ Phylosophy. They are very structured and educational yet the kids have a blast.

Currently have 5 year old in summer progrma at ____
 ____ School - it is excellent, but they have no
 room for him in the fall.

The biggest dissatisfaction to us with our preschool is that it has
 recently been moved to WR. We live on Barranca Mesa. This communte
 time for us and our children is difficult. Also because our children
 go to preschool only part-time, scheduling is a constant issue. It seems
 like some daycares do not like part-time students.

Earlier hours. Better certainty of long term availability.

Arrogant staff, inflexible rules, high cost.

Our current child care center is FABULOUS. However, it took me a while to get me child in (waiting list) and drop
 in care is not realistically available.

Share on what they have been doing during the day; feedback on his general wellbeing; more involvement in his
 daily activities - these teachers are so overwhelmed that they can barely keep up with the basic caregiving tasks.

Basically it is a reliable safe environment. I would like to have care in White Rock. We are also considering a
 change to another provider for more challenge in activities.

My provider is excellent. She has a small group of kids (4) and is able to provide individual attention to each child.
 She takes the kids outside as often as possible, feeds them balanced meals and snacks, keeps them on a good
 schedule, and provides a healthy, safe invironment for my son.

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I am not for summer, but have been both satisfied and dissatisfied int he past.

very happy with provider but dissatisfied that they closed la location and moved to wr

I like the commitment of the staff, and am satisfied with the general arrangements (hours, class sizes, cost, etc.). I have some concerns with the small size of the classrooms, although this is a problem that can't be readily fixed. I am occasionally concerned with inconsistent application of sick child rules. I am most concerned, however, with the center's ability to retain qualified personnel - there is an increasing rate of staff turnover. Again, this isn't their fault - it appears to be related to the cost of living in the area. They can't pay workers enough to prevent steady attrition to other employers and still keep costs down. Any attempt by the Lab to increase daycare supply must address the recruitment and retention of staff for all childcare centers. Otherwise, you are just moving around a limited supply of qualified staff.

Convienient.

I like the loving, individualized, flexible attention in a home setting (my daughter is the only outside child). Low educational background of the priovider is main drawback and reason for switching to _____. Additional problem is that these arrangements tend to be short term (6 months - 1 year) before they end (usually the provider returns to work). We are trying the long-term stability and high educational quality of ____ this Fall as an alternative. Possible solution: encourage a referral service for more high-quality (educated) in-home care, perhaps providing networking to encourage stay-at-home parents to consider helping the community in this way. What I did NOT like about the daycare center that my daughter attended was the overcrowding (summertime, poor adult/child ratio) and regimentation in activities.

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Provider is good and works well with the children, would like to see an updated facility and a better student/teacher ratio.

Good: adult/child ratio, experience of provider, outdoor and indoor activities
Bad: have to pay for times we're not there

Satisfied with care my child receives. Only problem is the hours, he can only stay 9 hours a day so I have arranged my work schedule a couple of day and rest of the week family members pick him up.

I think the teachers are great with the kids. The only downfall I have is that my child always come's home dirty. Face and arms have paint all over, shoes are on the wrong feet. I want them to help her correctly put her shoes on the way I send her to school.

Hours of operation do not start early enough. Third provider this year due to other providers going out of business. Inconvenient location.

We use a homebased daycare, i would like to see the rates lowered as they are not a childcare center and do not have as many rules to comply with. I would like to see a scale for charges set-up and have home care centers have a cap they can charge. They should not be receiving as much per month as say ____, The ____, etc.. Our chidlcare provider is very attentive to our childs needs and she has a Masters Degree in Physc., however, she is working out of her home and odes not offer the play yard, toys, etc.. that the centers do.

The health and safety practices are excellent. The caregivers at the facility my child is enrolled at are very inconsistent. Some are very good and some are marginal at best.

I have an babysitter for the summer which I am very pleased with - and the after school program during the school year which has worked out very well. I do plan to have another child and would like to have a daycare here for infants and preschool age.

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Satisfaction with commercial provider

She makes the baby smile. The baby is always happy there.

My child care provider has been a loyal, trustworthy friend who has taken care of all five of our children. I like the flexibility she provides. I just wish we could pay her what she is worth and make training opportunities available to her.

The ____ has provided quality care for my daughter since she was approximately 6 months old. In addition to what I consider normal formal skills (letter recognition, counting, etc.), she has gained valuable social skills.
The ____ is also very, very clean and appropriate response are given for minor injuries and illnesses.

Canyoncito Montessori is a FANTASTIC school. The kids are cared for, loved and taught well. I would recommend it to ANYONE with kids.

I am very satisfied with the classroom setting structure and the attention my child receives. My child looks forward to going to the day care center and that's what's important to me.

I really like the childcare provider I currently use. However, as my son reaches preschool age I would like to move him to a preschool type facility and childcare possibilities become more of a problem. The preschool childcare choices that are available are expensive and they do not all have facilities conducive to learning for each age.

I would like day care providers to have consistent training qualifications and capabilities. I also question whether or not my child is being intellectually 'challenged' versus 'entertained' through the day.

My two kids stay at the _____. They are the greatest. Our satisfaction has been so great, we have not looked elsewhere.

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We are for the most part happy with our childcare provider. The difficulties are that she has school aged children and we are continually scheduling our work time around their activities. The quality of care is outstanding, but the hours are not always compatible with the demands of our jobs.

The child care center I am currently using for both of my children is wonderful. The costs are high but that is to be expected. The facility is a great environment for the children, outdoor play area that is safe, the age group activities are stimulating for both of my children, and the staff are nice, friendly, well trained, professional and the children love them. I would not like to be in the situation where I am looking for care for an infant since there are not many place around town with openings. There seems to be a shortage of mildly ill child care (not really sick but can not attend child care due to runny nose, slight fever, etc) but do not get me wrong - if my child is sick I prefer myself or my husband stay home with them. I also believe there is a shortage of preschool care for children. If you have a kindergartner that is in afternoon class there is no option for morning child care, this is a need that the community needs to address. I have a child going into kindergarten and unsure if morning or afternoon therefore not sure about child care arrangements. THANKS!

I would like good quality care close to where I work rather than 40 miles away.

Generally very good. Would prefer more educational activities for age 3 yr. child. Superb extra curriculum (dance class). Illnesses spread through childcare centers easily, and cost 10-15 days of work/year.

I was always very happy with the providers that took care of my child; I would like people to take responsibility for their children's needs

Children that have started school but are not yet 14 also need child care. They need to have a productive environment to be in between the time they get home from school and the time I get home from work. It is only 2 hours but they can get into alot of trouble in those 2 hours especially if it is a regular occurrence. This seems to be a very neglected area of child care. The AC is open however they don't make the kids stay there. They are allowed to wander off and right outside the AC is where lots of teens hang out smoking and carrying on. This puts the younger kids at the AC at risk of being exposed and encouraged to behaviour not suitable for their age group.

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Our babysitter has cared for our child since 4months of age. Our daughter will turn 2 now in August. Our babysitter is retiring at the end of December unfortunately. My hopes are to bring my daughter up here to Los Alamos to ____ if possible and/or any other child care center. I really feel that my daughter is at an age where she should have plenty of interaction with children her age. Right now our situation has worked out fine. Her father works very near the sitters and started taking her when I took this job up in Los Alamos. It was an ajustment but that's what change is right? Now as time is getting closer to the end of her wonder ful childcare with her current and only sitters she has really ever known on a full time basis, I am scared. I am hoping to place her in a good center that I feel very satisfied with. Cost is also a concern. When your young like myself, and just starting childcare can be a big expense, but who doesn't want the best care for your children. I feel that the more you pay the better the childcare, and at times that is not always the case. Her current providers are the best child care providers I could have ever found. But change is near and change can be good.

Would like to have high quality child care with the flexibility of part-time/occasional use!

loving, my daycare provider has grown very close to my child. She has accepted her has a suragate grandchild..

like the teachers, scheduled activities, and the environment. I do not like having to drive to white rock twice a day

I like the cleanilness, the variety of toys, the attentiveness and creativity of the teachers.

Sometimes backup is hard to find, like when provided needs a day off or is sick or her children are sick.

The facility is too crowded (promotes disease spread, frustration by the children, and caregiver stress). Some of the caregivers are trained and are excellent - others are not so the staff is variable. The turnover rate of caregivers is high. If there were more facilities in the area, there would be some competition to provide better, healthier care and to provide good working conditions for the staff so they would stay longer.

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Would like care closer to work, cheaper so it would be cost effective to work more hours and be career oriented as well as family oriented.
Would like new learning technologies for child care centers ... seem to be outdated ...same daily format as children that I had there 15 years ago.

It is very important that the times should be coordinated such that one has child care when the schools are not up, but the lab is working.
This also applies for school children

I like the care. It is inconvenient for me to drive to White Rock to deliver and pick up my child. I live in Los Alamos. The cost is also very high, but it is cheaper than the alternative facility in Los Alamos.

The staff at both places are very good. The atmosphere is very good. Minor illnesses such as diarrhea or a runny nose send children home for at least a day, sometimes a week. Hours are limited to 7:30-5:30. Not able to care for pre-schooler the week before school starts, or either of them the week before Christmas or Spring Break.

I am satisfied with my current childcare center because of the preschool curriculum and they don't place the child in front of a TV. I don't like the fact that I have to provide a lunch and snacks for the monthly cost. I feel it could be included.

Like:
structured environment
responsiveness to parents
qualified staff - when stay around (nice having teachers with education in early childhood development

Dislike:
underpaid staff - good ones leave to school system
small classroom facilities
not all teachers are qualified

I am very happy with my children in a home day care setting, they are able to do things like go the pool and p____s, etc. and have more supervision then they would in a day care center.

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better communications from provider to parents

Like: homecare provider - small group of children only
Interacts with children, conducive learning environment, children feel secure.
Dislike: tends to take too many days off - putting us in a bind to find alternative daycare.
Must pick up children by 5:30. Would like to have at least to 6:00. Commute to Espanola makes it difficult to get down by 5:30 unless I leave early from work. Fortunately, my supervisor has allowed me to flex my time.-

Something done with this survey and it not be a wasted time.
My child care provider I neutral. She does not accept nothing but cash and won't let me claim babysitting on my taxes.
I can find anyone else that I could afford to pay. I need to pay her (babysitter) even when the kids aren't there. I don't think that's fair because, I can't claim babysitting on my taxes but I still have to pay on sick days. I disagree.

Since there is a deficiency of daycare centers in the Los Alamos/White Rock area, the provider's do not hesitate to charge an exorbitant amount of money. Moreover, their charges are for less than the full day, so when one has to arrange for a full day, then they charge even more.
If LANL had to manage a daycare center, then it could be kept open during regular working hours and charge accordingly.

Something done with this survey and it not be a wasted time.
My child care provider I neutral. She does not accept nothing but cash and won't let me claim babysitting on my taxes.
I can find anyone else that I could afford to pay. I need to pay her (babysitter) even when the kids aren't there. I don't think that's fair because, I can't claim babysitting on my taxes but I still have to pay on sick days. I disagree.

Closer to my workplace.

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Satisfaction with commercial provider

It is small, the kids feel like they are home. But not enough discipline, and watch too much tv. Older kids are bored to death, but can't be left at home alone.

I use a private sitter because i am disgusted with the commercial providers there just are'nt enough of them. Let's face it if you get mad at three commercial providers in los alamos, you are out of luck.

It is dependent on the particular care-giver, some have the appropriate training and are truely instructors, some are just care givers.

I am satisfied with the women that watches my children. I have no complaints about her and she does help me with payments. I'm a single mother.

The current child care has been good for the last 6mo. prior to this it was very hard finding a dependable person and longer hours of care.

The teachers are excellent, the facility if great. As you see from the scors above, my only real concern has been that I have not been able to obtain care that best fits my work/life schedule. It is very difficult to switch schedules and the real schedule I want is not available (unless I want to pay for a lot of time I won't use.)

Even though I plan on having children within the next few years (question 22), I do not currently utilize daycare, and so do not have any opinions on questions 23 & 24.

I love the preschool my daughter goes to and so does she, but the cost and hours of when she can go make it very difficult. Also the waiting lists are long for the classes and the length of the classes are only for a few months at a time.

The setting for children is excellent, but the hours are not. If a person needs to work late they have to make other arrangements for their children. Longer hours of operation would help.

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Since we do not have children yet, we have no experience with the available childcare. Because of that we cannot answer questions 23 and 24.

i would like them to provide hot lunch as in the other places.

Hours need to be extended beyond 7:30 to 5:30. I live and take my children to day care in White Rock and work at S site. These hours allow me to work little to no overtime which is expected in my job. They could charge more per hour (premium time) for the earlier or later hours and just have a worker or two - I think it could work from a business standpoint, but the day care seems unwilling to try it.

Also, if we are allowed to go on 4 10s or 9 9s soon, I'm fairly certain that our day care will not support these schedules. LANL needs to be talking to the day cares now to let them know this is a possibility.

Would like to see a day care facility that is affordable, and still offers quality daycare.

We like that it is a small group, only 4 kids. The provider is very good.

Family member currently provides care. Safe, loving environment.

Currently my mother is baby sitting for me, but she is not always available. I also know that in the future if I should have more children she will not be able to care for my other childred. I would like to see more dependability.

We just relocated and my son seems to have acclimated to the new center (summer day care), but a slot is not available for him for regular day care, which we were recently informed of, although they originally said or implied that there would be room. We may have chosen a different summer program if we had known. My son does not need or deserve any more instability and the day care shoud have been more careful in making assurances with the child's interest in mind.

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Satisfaction with commercial provider

I'm satisfied with the quality of care; the problem is AVAILABILITY of quality care. I have an arrangement for one week only and still haven't found something long term.

My son is AD/HD and there are very few people that understand that and do not label my son as a problem child. This is very detrimental to my family.

I work 4 10-hour days and my child-care provider does not accomodate my schedule. My husband brings the children to child care and I pick them up to work around the fact that I can't find child care that supports my day - when my husband goes on travel, I have to take vacation time because my children's care provider does not have long enough hours.

Our preschooler goes to ____ ____ in White Rock. Great program, though inconveniently located (the LA Bus has helped), and I wish they wouldn't close for a week each year.

Overall I believe our provider does a great job. I believe it is difficult to find qualified employees to work in daycare in Los Alamos (or other non-Lab jobs for that matter). It is also difficult to find facilities since no land is designated for such use and special use permits are required.

see #23

I send my two children to ____ ____ and ____ ____ campus. Overall I am very satisfied, but hours are a bit of a problem sometimes.

1. Longer hours
 2. Open every Lab work day.
-

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Satisfaction with commercial provider

I like the methods the facility uses to teach the children to share and enjoy each other. Sometimes I wonder about all the bumps and bruises and why our son seems to fall so much. Is he doing things he should not be? Overall, I like the facility. Teh caretakers really care about the children. They are happy and have good dispositions with the children. I wish sometime we could bring hot meals so that they could be microwaved for lunch but this facility does not provide hot lunches unless we bring a thermos. Anyway, our son enjoys his teachers and his playmates. They are in a lot of our conversations at home which is encouraging. He has three teachers and there are 13 children in his class.

My child care provider is the closest replacement to me I could find. If parents want children they should take the initiative to provide for them in every way not expect an institution that doesn't even take care of its employees to do it.

I like the staff, but I feel they should try to teach the children more.

There are different age groups and my daughter really enjoys playing with all of the children. I don't like the fact that I cannot drop her off before 7:00A.M.

Christian environment, children play outside almost daily if whether permits. I would like to see the cost go down.

My four & 1/2 year old has been in the 3 year old class since she was three. I just wish they would move her out. The level of activities they are teaching her is equivalent, it's just the thought that she knows she's in the three year old class and knows she should be with the four year olds.

I would like the center to provide food for lunch and snacks. It is better if all the kids are eating together the same food.

Infant care seems awfully difficult to find in this town.

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open 15 minutes early in the morning and close 30minutes later

Activities such as art that are at the appropriate level.

Again, I am happy with the love and care they get from a family member watching them. I would prefer this type of child care that is affordable up here in Los Alamos, so that I can be closer to the girls. I would also like to have the two hour driving time for bonding with my children.

Since my provider is only for after school arrangement and summer, I am satisfied with the summer arrangements but have some issues concerning safety. The after school program does not focus on homework. My child is to tire when I come home from work to do the homework. It needs to be done at the after school programs.

School is:
not for profit;
well administered;
good philosophical foundation;
all staff I have met seem excellent.

I am satisfied with our childcare provider, but I have no other centers to compare them to. More choices would be better.
I also feel that more childcare facilities would enable myself and others to get more affordable rates.

Would like to see more flexibility in hours

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The home based provider is very clean and neat. Healthy enviroment for my preschooler and infant. It is also a safe enviroment, she is licensed and has taken cpr classes is finger printed and always very informative on things my children did throught the day and there eating habits there. I would like alittle more one on one attention given to my children if there was more help at the daycare. The children have a toy room in which they play and when they are done they put the toys away before they leave which I feel is good because they learn some responsibility doing so. They are provided with a healthy meal and snack. They take a nap if they are tired they are not forced to do so. They may sit and watch the television. My infant was seperated from my son and the other children during the day for the reason that the provider felt it was for the safety of my infant because some children become very excited and sometimes there alittle rough. I feel infants require alot more attention because they can't entertain themselves. It would of been nicer if my infant spent more time with my preschooler with supervision of course. Now she goes and spends more time with the other children because she started crawling which I feel is nice for her.

I would like to see the teachers be required to have some kind of certified training before they become teachers. Teaching programs were dropped over the summer. Hot lunches are provided which is great. No computer training is done. I feel it is very important for children to be introduced to computers as soon as possible. Not everyone can afford to have a computer at home and if they do have one it is hard to keep current programs with the very fast pace of changing technology. While the quality is going down the cost continues to rise. Also, I don't care for the enrollment fees every fall, spring and summer. I feel if my child is enrolled in the program I shouldn't have to pay fees every few months to keep her there. I could understand if I pulled her out for the summer and them wanted to get her back in.

We have researched all daycares in the area extensively. In general, we are dissatisfied with most centers.

The hours are too limited - not appropriate for what my child needs, or for what I need. The provider is tired of doing this work but because of the limited availability of childcare in Los Alamos, does not quit. The result is that she is ill and cannot hug the children or pick them\ up enough, and she is grouchy. However, other home care services available are too crowded and have no available space.

It is great that kids get to do a variety of fun activities, and that they get to interact with kids of all ages. I wish that the cost of care were cheaper and that there were options for care of mildly ill children or children who have recently been vaccinated (kids can't return for 24hrs).

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Large classroom settings don't work with preschoolers -- at my current center, there is too much of a mixture between small and big (school age up to age 12) kids. My kid gets run over half the time. Also, I think there needs to be a smaller adult to child ratio for preschoolers -- they have a lot of energy and require lots of attention -- they aren't able to discipline themselves just yet and know right from wrong all the time. What do I like? I think the staff tries very hard, but the director has told me that she can't get support from any of the local resources to hire good, quality childcare workers in the LA area. Why doesn't UNM offer these kinds of classes at its local campus? There is no way someone living outside of LA will drive here to get paid a bare minimum wage. It is discouraging to see this in such an affluent, scientific community like Los Alamos. I think it was actually better in Albuquerque, and I never thought I would say that. At least there, the workers had more options about where to go to work.

I like that it is a small group of children that are cared for. I would like more of a learning environment.

more variable hours and prices and locations

We had ____ watching all 3 kids full time and they were good but the cost was high.

My child really likes his school so that makes me happy. Although sometimes it seems that things are very unorganized or I don't feel that we are informed enough about what the child does all day at school.

My daughter attends the _____. We couldn't be happier with her care. She loves her teacher and I feel very comfortable with her learning environment. I do, however, pay handsomely for this type of care. I put my name on a waiting list at the _____ when I was only 6 weeks pregnant. Even so, we barely got in.

From my experiences in looking for childcare, I would like to see some kind of child care available through LANL. I feel that the child will be closer to where we work and that they are getting good care. Hopefully, it would be available at a reduced cost to help out, because having children and caring for them is not cheap. Also, I would like to see programs implemented where mothers or fathers could work part-time and stay home with their child the other part-time, or, have a program where you could work at home at least part-time.

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Longer hours (until 6pm).

We like the timing offered for care and also the location.
The rooms size needs to be increased. Fresh air circulation
need improvement. Kids seems to be falling more sick in this daycare.

She is good, but if she is ill, or if her kids are ill - we have to find other means. If it was a Day School like ____ or
____ - that would not be an issue.

I would like to see the ratio of adults/children decrease as well as the
implementation of more educational activities.

I am very satisfied with the quality of the caregivers, but would like to have more flexibility in scheduling, better
physical environment, more convenient location (closer to TA-3),and lower cost.

My child is in a ____ School and I am very happy with the philosophy
they follow. The teachers are trained, friendly and warm. It is a pretty good
environment and a good outside play yard.

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Satisfaction with commercial provider

The ____ is an excellent facility but our children deserve a better building. Also the providers deserve higher pay for this important vocation and better benefits as well.

I understand that the church subsidizes the ____ by providing the building. This generous offer minimizes the expense parents have but the building (to name a few problems) has doors that stick, ceiling tiles that are stained and falling, and walls that are thin which makes naps and nursing difficult.

The staff has a fast turn over rate. Though the care from the personnel is exceptional it is easier on the children if there aren't a lot of changes in the people giving care. Maybe by improving the benefits and salary the turn over rate of employees might decrease. Also, items that could improve care would be: 1.) A blinking phone in the infant care room so a mother can call with out concern of waking sleeping babies. 2.) A sink in each room children can not access but care givers can. 3.) An area where new mothers can nurse their baby that is quiet and does not have the sounds of paper towels dispensing and commodes flushing. And, 4.) a few more bathrooms for the children.

The ____ staff is exceptional and their lack of resources is something they do not complain about but if we really want our children to have quality care I would like to believe that we could provide a better facility for them and better pay and benefits for the staff.

no other children, hence experience, yet

When my children are small they stay with family members out of Los Alamos. This is difficult because I am not close enough to breastfeed my infant and there are no facilities at LANL to pump milk. It is also difficult because when something minor happens and I have to go check on my infant, I usually land up taking most of the day off even if it is something that a small level of attention. The travel to and fro takes more time than the problem and therefore at least a half day off is necessary. After they become preschool age, my children have attended ____ which I have been pleased with in C thru G, yet there are some difficulties. It is extremely expensive and added to the cost you have to provide lunches, volunteer time, and pay for most activities. The other problem I have is that there are very rigid on time. For example, if I have a urgent deadline or a extended meeting, I usually have to excuse myself due to the fact that if a parent is late they get penalized with a high rate per 15 minutes.

25. Comment on your response to Item 24: If you use a commercial provider (i.e., childcare center, home based provider), please rate your level of satisfaction with your current childcare arrangements from 1 - 5 (5=very satisfied, 1=very dissatisfied)

Table 25 (comments)

Satisfaction with commercial provider

My provider, who cares for my child and a friend's child in our homes, is wonderful. She is well trained, and fortunately we can afford to pay for the high-quality care we receive. Unfortunately, she only works 45 hours a week (8-4:30), and we have not been able to find back up for when she is ill or needs time off.

Not enough activities with the kids. Plus sitter has a very snotty 14 yr. old. who influences the 5-6 yr olds in a less than pleasant way. Like watching the rapping video on MTV a good part of the day. But they're safe, she doesn't drive so they're in one place all day. But I cannot afford a commercial day care on my income on top of being a single parent. So safety take precedence in priority at this point vs. interaction with same age kids. I think it would be so wonderful to have well trained care givers closer to work with flexible hours. A lot of sitters out there don't want to work nights or weekends. And so because of that, it limits the choice of employment options. Not everyone prefers 7-4 or 8-5 work schedules. The lab should recognize quickly that this is a MAJOR distraction for many parents that does negatively affect productivity. That alone should justify quicker action on the lab's part. The lab would be helping it's employees give more attention to the workplace.

When my wife decides to go back to work, we will probably become very dissatisfied with the available child-care alternatives, mostly revolving around the cost, availability and location of child-care, as we were 3-4 years ago when she quit working after the birth of our second child, partly for these reasons. Her inability to work (even part-time) is a contributor to her feelings that this may not be the best place for us to spend the rest of our lives (the bigger reason is that she doesn't think she can find work her she will enjoy even after the kids are in school).

The current setup is good for my child as an infant (though I would much prefer something closer to work). When he becomes a toddler I would like very much to put him in a Lab day care center if one exists then.

Since we provide most of our own care for our child, the commercial provider merely supplements for 4 hours a week, so that my wife has some time to herself. In the future, we want preschool education for our child and want the best education we can provide.

I have not used any child care facilities in Los Alamos/White Rock since we moved here.

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Table 25 (comments)

Satisfaction with commercial provider

Caring personnel. However, many not trained to provide preschool education. Also, programs for preschool aged children inflexible. Unable to work individually with children who are ahead of their peers in learning-readiness (i.e. ready to start learning reading/math skills).

Cost excessive. Many people cannot afford to have more than 1 to 2 children.

For the most part, I am very happy with the care provided at the White Rock ____ school; the hours, care, and facility is fine. The learning activities are exceptional. The cost is almost twice of a ____ school in a more populated area with a little competition.

I am very pleased with my childrens'childcare center. They are professional, all employees know, understand, and work well with the children at an age appropriate level, and training is maintained. I feel very comfortable leaving my children with them as I know they will be well taken care of - as if they were their own. The facility is safe, clean, and equipment, toys and activities are relatively modern. Finally, the daily interaction with parents gives me an added sense of security.

I feel that I can trust my child's provider to take good care of him while I'm at work. The teachers are very responsive to my child's needs. Also, the educational aspect of the center has been terrific.

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Table 25 (comments)

Satisfaction with commercial provider

Current provider (____) costly.
Hours are geared to lab hours, causing difficulties at times.
Terms and conditions of Y are very inflexible.
PROS:
Workers are good, seem to care.
Good variety of activities, most involving
play or physical activity or imagination.
Better activities than last place....more engaging of
childs' body and brain.

You are not assessing elementary school aged children. Children age 6 - 11 are NOT old enough to stay home alone. Why are they not a part of this survey?

Our provider gives our son adequate care; however, we want our employer to provide a better alternative. I previously worked at a Government facility that had a daycare center on-site. Why can't we have such a facility at LANL? An on-site daycare could be more responsive to flexible work schedules (i.e. 9/80 or 4/10 schedules). The facility would also allow parents to have more access to their children.

My provider is an elderly lady but very good to my child
She cannot provide learning capabilities for my son because she is an elderly lady.

Elementary age children also need care and this survey ignores that issues (so far).

The quality of service given by the providers I have dealt with has run from Fair to Poor. Incidents have taken place where older children threatened my children physically in a licensed day care.

Home-based or small-group care is less institutional, fewer colds and other illnesses are passed around, kids get to be "kids".

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Table 25 (comments)

Satisfaction with commercial provider

The ____ provides lots of learning activities appropriate to the age groups.

My provider is willing to take my child when mildly sick as long as the other children have had the same thing or have also been exposed to the same bug. She is willing to extend her day in the event I am detained (on the rare occasion). She is flexible with my child's eating and sleeping habits.

I am very satisfied with our commercial child care provider. The facility director has decades of experience, the staff is well trained and very professional, the hours are perfect for a working couple (10 hrs a day, 50 hrs a week if need be), the cost is appropriate for the outstanding level of care given, the location is ideal for Lab employees, the playrooms, learning centers, and playground are safe and well equipped, and sick children are not permitted to attend until they are healthy again. I can think of no significant changes that would merit suggestion.

The provider is very good, however, they only have a location in White Rock as their planned move to Los Alamos was shot down by a shortsighted and corrupt county administration. For more info. contact ____ School and ask them why they could not get a bigger facility in Los Alamos.

Pay the good caregivers more to encourage them to stay and to reduce high turnover. Do not have parents bring food (for example snack) for all the children; this will help decrease the spread of germs. Be a little more flexible in figuring clock in and clock out times. The total hours per day should (in most instances) be more important. Although we may all work 8-9 hours a day it doesn't necessarily follow that this happens exactly between 8:30 am to 5:30 pm every day.

Biggest concern is hours of operation. Would like access as early as 7am and as late as 6pm

I like the age-appropriate activities that the licensed centers provide here.

Could there possibly be arranged a bussing system that could provide transportation for the children to and from child care facilities and work locations?

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Table 25 (comments)

Satisfaction with commercial provider

Not a high enough level of activity, and some of the providers during the summer are high school students who did not exhibit any level of enthusiasm for the children under their care.

The MOST important aspect of a commercial provider is its staff. Most important factors are the quality, training, education, and enthusiasm of the childcare staff. If LANL chooses to provide childcare services for its employees, it should spend most of its effort and money in securing high quality, experienced preschool educators.

I think my son has had excellent care in a home day care. The only suggestion I would have is for the home provider to care for children close to the same age. Having infants and toddlers made it difficult to focus on the needs of the toddlers.

I do not believe that the care provider offers enough cuddling and interaction. Instead it is my belief that only my child's necessities are met. There are too many kids that she watches thereby not allowing to give much individual attention. It is also in her home so she makes it priority to clean her home and make dinner, etc. while she should be devoting her time to the kids. I do like her location. It is not too far out of the way. She also charges a reasonable rate.

My son is very comfortable and safe in grandparents home. If I could afford to stay home and care for my son, I wouldn't give this a second thought.

Very satisfied with the quality of care; would like to have my daughter there more hours per week if we could afford it; she likes it and it's hard to give up so many working hours, especially for my husband.

this is at test. Disregard responses for this submission. -Josh

Our current daycare provider is great. She works with our daughter and is very conscientious. Our only complaint is that she does not have a backup when she is unable to watch our daughter.

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Table 25 (comments)

Satisfaction with commercial provider

Like that they are generally available. Cost is difficult.

Wish my childcare provider would be a little more flexible with hours and my changes in schedule.

I like the enviroment, The philisophy of the school, The quality of the teachers & staff. I think it's expensive and I think sometimes that there are too many children in the older classes.

The small setting (less than 20 children total).
 ____ curriculum.
 Offers drop-in care.
 Offers half/full day care.
 Offers 1-5 day/week care.
 Located in Los Alamos.
 The christian environment.

We have 2 very different day care situations for our 2 children. You may want to think about allowing for rating for more than one. I am very dis-satisfied with the level of care provided in our family child care situation. Though we have had very good care for our first child, we have been unable to find reliable family care in the last 6 months. Many family care situations have way too many children, a requirement to actually be able to make a living as a day care provider. We are, regretably, about to put our 18month old in a day care center, just to allow for some consistency, and enable my husband and I to work a reliable schedule. I feel at this point(very, very sadly) that we have no other options.

Everything is excellent. The only thing I would change is that instead of the Lab building a new center, I would take the money and subsidize other centers in the area. These centers need to pay their employees more. They are very valued members of our families.

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Table 25 (comments)

Satisfaction with commercial provider

I would like for my child to learn school activities although not old enough to start pre-school. (ABC's, Numbers & Prayers.

We like the trained staff, though motivation and energy/enthusiasm could be enhanced. We like the activities and equipment provided. We are satisfied with the physical environment, though there could be some improvement. We are unhappy with the minimum scheduling available and the cost is atrocious (over \$5.50 per hour)!

I like the ____ education my child is receiving and the attention he receives. However, it has been a big adjustment for my family to commute to White Rock since ____ Too has closed.

If at all possible. . . it would be nice to have evening child care. I would also like a better physical facility.

I am happy with the academia. Care providers are "caring" and seem to enjoy the children.

I wish work was more understanding. I miss work to provide care to my little one, when he is sick, when the sitter is sick, etc. Work is not willing to accommodate me even though I have annual leave which I use.

More options for part-time care. More teaching kids the basics, not just to play, but I don't want an intensive thing like ____.

We have good arrangements now, but we had several years of horrible arrangements and considerable problems. We had about 3 years of problems and finally got things worked out, but the responses above reflect the resolution and do not show the severity of our difficulties!

Good- providers work with parents on raising kids. Need extended hours, until 6PM minimum. I like child/teacher ratio, structured environment. Generally well run, clean, caring environment. Takes kids after school and provides care when schools are but for special days. Most of the best places have a "philosophy"-religious, Montessori, free-play, etc. Don't always agree but options too few to be choosy.

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Table 25 (comments)

Satisfaction with commercial provider

I like that my kids are learning to get along with other kids from ages infant to 4 years. I would like them to do more activities, more reading time. That the childcare provider(s) have more experience in the daycare business. At this daycare, several ladies have come and gone. Their help have frequently changed.

Like the hours and location, Staff is good, but shutdown for Lab holidays & then have to find alternative care for my child since I don't work for Lab, so I pay for the time the center is closed & an alternative provider.

n/a

The daycare my children currently go to is well staffed open, and I know my children are safe- however it is costly & they have to send mildly ill children home.

I am very happy now. My child is 3. I have had very experiences with childcare providers when she was younger.

n/a

The facility is too far away from work. It doesn't offer some courses (ie. music) as part of the facility childcare costs. It's expensive.

I am very satisfied with the quality but need more hours. There are several poor quality places available with minimal supervision.

My child starts ____ this Fall, it seems like a good preschool for toddlers.

on-site child care at the lab would significantly reduce the time required, and would also allow us to visit with child during lunch etc.

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Table 25 (comments)

Satisfaction with commercial provider

Learning activities for my child given to them at my child care providers home.

Inconvenient location - near or at lab would be best.
Inconvenient hours - commute to work and child care provider uses up time which could be better spent productively.

High turnover of care givers. In the summer time, they use students who have less experience- this causes discipline problems

Very pleased with my provider, but would prefer someone closer to where I work.

Very positive, well-trained staff with lots of activities for my toddler.

Hours of operation. More activities for preschoolers.

Times are hard sometimes, I work late or want to come in early if they are not available or charge lots more.

Our day care center provides a safe, supervised environment that is conducive to learning, social development, and physical activity. Overall, we are very pleased with our child care provider; however, we realize that we were extremely lucky to have placed our child in day care in White Rock. Day care providers are few, and openings are often unavailable.

I like my child care center but they could be safer, more educational, more creative, with better trained staff. I think this is the best situation I can find right now.

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Table 25 (comments)

Satisfaction with commercial provider

Earlier time to start day care in the day.

Hours aren't great for part-time employers. Otherwise, facility & staff are excellent.

First, it's important to note that my 5 year old is not considered a "preschooler" anymore, since he is in kindergarten, so I hope my responses are appropriate. I like the structure that _____ provides, the highly trained staff, excellent training aides and facilities. They communicate with the parents frequently, both about our child's progress and school goings-on.

Our daughter is at _____ two mornings a week and we are thrilled with the staff. Learning philosophy and environment there.

I need child care at 7:15 a.m. I don't feel like my child is challenged and learning new things. I feel like the staff is unqualified.

The pre-school setting is wonderful but day care prices in Los Alamos are high.

Like the convenience more supervision avoid injuries.

Great school, but don't take younger kids. No formal daycare in Los Alamos for children under 2. My son was almost three before we could get him in a center. That's ridiculous.

The only dissatisfaction I have is the play space is too small (outdoor) & the drop-in rate is excessive.

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Table 25 (comments)

Satisfaction with commercial provider

I like having a small infant cared for in someone's home.

Relatively by staff turnaround stimulating enviroment for my children.

Teachers are not paid enough. Class sizes are small.

MoutessoriPhilosophy, adult caregivers, Quality care.

They are flexible. They really care. They encourage my parenting skills. They are open to suggestions.

They went the ____ summer programs and we were very dissapointed! Overly expensive and minimal academics. ____ is alright for the \$..

Caring teachers, directors, bus service from childrens school.

Closer area not so far away from home.

The child care is adequate but could be much better. The providers change for the slot and not the actual time a child is there. For example if a child goes to child care 1 day, the whole week is still charged.

Based on past-Lack of choice, lack of qualifications, old buildings, which affect safety. Need some agency to monitor keep providers accountable.

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Table 25 (comments)

Satisfaction with commercial provider

Would like more flexible hours, 7:00a.m.-6:00p.m.

I thoroughly appreciate the fact that I now only have to get ME ready and out of the house in the morning without compromising the quality of care for my highest priority concern - my kids. My provider has been trained by her previous employer (a daycare center) and my kids get to spend time in a home environment. Our health is not at the mercy of other's illnesses (a huge factor in my sick leave time depletion before!). They have many activities and opportunities for learning and social interaction by going to community offerings like library reading hour, playing with their cousins, etc. The cost is still higher than most people can afford, I think, but I also feel that my provider is earning every penny and probably worth much more. I truly feel that my provider is a gift from God and an answer to prayer when I was near despair!

Would like both preschoolers in same center.

The ____ is very accomodating we are very pleased. They base their decisions on the whats best for the child, not paricularly the parent, which is the way it should be.

I am very lucky in my childcare arrangements, but many others are not so lucky. I would like to have more choices. I don't feel that I have *any* other choices that are acceptable to me. If either of my providers were to no longer be available, I would probably have to quit work.

Cost are very high, some employer support or even in house daycare for employees would lower the cost and be scheduled to support the employers schedule. All daycare providers follow Lanl & school schedules but local support businesses work many days when lanl and the schools are not open and thus no daycare during these periods! Need to support educating & training daycare providers. Most support employees pay scale are much smaller than the laboratory and still have to compete with lanl employees for daycare in availability and cost. Maybe some type of county support like they do for ____ and other organizations. possibly as part of the public school system and/or in conjunction with local university or community college programs a kind of QJT for students

Not enough convenient childcare available for my situation to judge.

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Table 25 (comments)

Satisfaction with commercial provider

2. Community/Lab sponsored Childcare Association monthly meetings to exchange ideas, meet other providers.

2a. Child craft & activity classes/info/handouts available for home based providers. (idea forum)

2b. Other provider classes/info/handouts- child health, snack ideas, potty training, behavior modification, etc.

2c. Community organized Early childhood stimulation "field trip" opportunities- Zoo-to-u, Children's museum, Cultural demos, science demos, music, etc.

Time and place info given to all providers so arrangements can be made for children to attend. Maybe twice a month.

Gear toward older children in summer. Involve parents.

2d. List of substitutes available for home based providers to use in case of doctor appointments, school conf.etc.

2e. Provide support so that providers don't "burn out".

I like ____ very much.

I am less enthusiastic about The ____.

I don't like Evangelican Day care, but there are almost no other choices.

It is much too early to properly rate my current provider since I just returned to work and don't know how the situation will work out. I like the fact that my baby is close to my work site and I can go over and feed her for lunch. I wish I could drop her off earlier so that I can leave earlier from work to pick her up.

I think my current provider is among the best in the area but is not as good as where I used to live. Staff turnover is probably the biggest problem. It is difficult to offer a high quality program in a small town. I would prefer to pay more for higher quality. However, not all parents who use my facility could afford higher rates, so my provider must walk the fine line between quality and financial instability. Perhaps the Lab can take a lead on things like staff training opportunities, bulk ordering of supplies, substitute teacher pools, equipment donations, etc.

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Table 25 (comments)

Satisfaction with commercial provider

Children are fragmented between three different child care centers. Each center schedules their hours so that we can just put in 4 hours of work time before the child must be picked up. This means we have to cheat the Lab on our hours. so we can get the kids to child care.

The care is very good. The individual locations are good. The price is OK. I really don't like having to cheat on our hours.

Good environment but my child is mostly alone-no other children around. would like something more for interaction purposes

_____ provides a good environment for my daughter. They will help her during my working hours and best of all will transport her to and from school.

I am very satisfied with the care currently provided. This care is no longer available after this year for my 5 year old and is not available for my 11 year old. We need care facilities for school aged children.

I have been very happy with the instructors. But I have to drive to White Rock. There was not a facility that I liked in LA so I am forced to drive to White Rock. She attends _____ and I wish they had facility here in LA. I also do not like the aftercare program. They use a lot of highschool students to care for the children.

Have caught her drinking beer while watching child. Diapers weren't changed often enough. The other kids were teaching my child bad habits.

Since moving my child from a home based provider to a commercial provider I have had no problems except when my child is ill or I need care after 5:30pm when they closed.

I am not foolish enough to think that if the situation arises where I need to change facilities for any reason I will be on the frantic search to find another provider.

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Table 25 (comments)

Satisfaction with commercial provider

currently my infant is taken care of by his grandmother, but I would like to take him to a childcare center when he is about two on a full-time basis so that he can learn to interact with other children

Overall I'm quite happy with my child care center. But I'd like it if they could extend their hours a little more.. Even 1/2 hour to 1 hour longer each day.

Director very knowledgeable, very chil-centered. Specials offered-Music, dance, art, bible stories, mostly thats why my son loves school.

need better location and a better schedule to fit my schedule

Excellent provider/child ratios

The providers are very loving and involved with the infants. It is costly. I would like my baby to see more than one room during the day.

I am able to drop them off at 6:45a.m.
I would like to see hourly rates drop.

I am generally satisfied. I have two children that have gone to the center. This is not as good because they have had trouble with retaining quality teachers.

Rooms very small; would like more input on what child does everyday; very caring enviroment and child feels safe there.

Need later hours - until 6:00 would be good 6:30 would be real nice

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Table 25 (comments)
Satisfaction with commercial provider

We like the fact that we know her and that she lives very close to where we do but (as with most) she is relatively expensive when you compare her to surrounding.

I would like to see more flexibility & lower costs for child care. I would rather not have to drive to White Rock for child care when I live and work in Los Alamos.

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